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Only 100 days to slim down the systems

By John McKay
and Donna Micklus

Commissioner Barbara Waters and Comptroller Nancy Wyman hosted the "100 Days to CorreCT" kickoff campaign with pizzazz and not-so-slimming pizza.

The campaign is aimed at reducing redundancy and getting rid of excessive rules, statutes, and systems that do not add value to specific human resources processes.

In other words, *CorreCT* the system.

"We need to look at our business rules laws, policies, and procedures and take every opportunity to simplify and standardize things we are doing," said event emcee Dr. Martin Anderson, who opened the program.

Anderson said that employees working on the project will be taking a hard look at both HR and procurement processes. He then introduced the members of the project Steering Committee: Commissioner Barbara Waters, Deputy Commissioner Al Mazzola, Joe Lefkowski, Pam Libby, Rick Miarecki, Donna Micklus, Anne Pomeroy Dixon, Cathy Daly, David Krayeski, Lina Simonu, Janis Nome, and Jim Passier.



State Comptroller Nancy Wyman and Commissioner Barbara Waters pose in front of a custom-designed T-shirt at the CorreCT Kickoff on February 1.

Construction CONNections

By Heather Cavanaugh

For the first time, Business CONNections has partnered with big business to bring certified vendors into the equation.

DAS has been working with Bristol-Myers Squibb (BMS) to involve small, women-, and minority-owned business in major construction projects happening at the Wallingford BMS campus.

"We recognize that diverse talent and perspectives are vital to achieve

Please see *CorreCT* on pg. 6

Please see *CONNections* on pg. 4

DAS legislative spotlight on procurement

By Donna Micklus

A well-known and colorful Connecticut legislator, T. Clarke Hull once quipped, "If there isn't a law, there will be."

No one knows that better than Janis Nome and Joe Prevuznak.

They have become a familiar duo in the halls of the Capitol as they once again prepare to do DAS' legislative bidding on the Hill.

Now embarking on her 16th session, Nome said that this year's legislative package focuses mainly on purchasing. The bill on Multiple Criteria Purchasing will permanently enact the pilot program that DAS established in 1999.

"The pilot enabled us to purchase goods and services based on



Janis Nome and Joe Prevuznak prepare for another session of the Connecticut General Assembly. Together they have logged in 43 years working on legislative issues.

criteria other than just low bid, but it runs out this year. We definitely want to make it permanent because it was such a success," Nome added.

In the last session, DAS sponsored a bill to establish a policy for state agencies to purchase environmentally preferable products (EPP). Nome said there was widespread support for the proposal, but it was not adopted because a politically unpopular amendment was attached at the last minute.

"This was a prime example of people liking the concept, but sometimes the process gets in the way," she explained. Connecticut has been nationally recognized as a leader in the field of EPP, and Nome is optimistic for the bill's chances this year.

DAS is also cosponsoring a bill with CHRO on the Diversity Training mandate.

"The deadline was originally set for January 1, 2001, but we are proposing to extend it so agencies can create more comprehensive

training programs," Nome explained.

Prevuznak, a Capitol veteran beginning his 27th session, added that there are bills in addition to DAS' that he and Nome will be tracking.

"We are keeping our eyes on several labor issues before the General Assembly that directly and indirectly affect DAS," he said. They include such diverse areas as changes to the Family and Medical Leave Act, the collective bargaining process, workers' compensation and workers' safety programs, retirement benefits, and the State Personnel Act.

"It will be a very active year following these and other developing issues," Prevuznak said.

Nome agreed, stressing that the overriding concern in the legislature this year is keeping within the spending cap.

"I think they will be looking very closely at all new programs. I don't think this is a year for program expansion," she concluded.

DAS Times

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*Contributions are welcome but may be
edited for space and clarity.*

Visit our website at
www.das.state.ct.us

Governor John G. Rowland and First Lady Patricia L. Rowland praised **Patty Gallucci** for printing 75,000 copies of their *We Are The Children* letter to state employees on such short notice and said, "Patty was quick to respond and did a great job."

Susan Thomas commended **Maureen Costigan** and **Cindy Milardo** for getting a contract on the Internet so quickly at the Commissioner's request. "I really appreciate all your support. You both were such a tremendous and fast help!"

Roy Dion congratulated the **Procurement Staff** for the latest results of their customer satisfaction survey. "What an amazing turnaround from 1997. Keep up the great work; you folks are fantastic!"

Elizabeth Shailor from New Haven Public Schools applauded **Debbie Frye Mitchell** for putting their musical instrument contract together. "This contract will afford a lot of inner-city kids another opportunity to go to college, as well as perfect their talents."

Judaline Loranger and Charlesina Ball from the Department of Transportation thanked **Tom Delude** for his immediate action with a troublesome vendor. "The vendor has assured us of much better service and cooperation thanks to your efforts."

Commissioner Barbara Waters praised **Pat DeConti** for organizing Ed Urbansky's retirement party. "It was a very special time for Ed and for everyone who attended. I appreciate your efforts."

Priscilla Jones from Fresh Faces praised **Don Casella** for answering all of her questions and explaining things in detail about the small business certification process. "I just wanted to let you know your kindness and patience with me was appreciated."

Kudos to **Peter Varhol** from the Property Distribution Unit for making their move to the west wing easy and trouble-free. "You made the day much less stressful than it could have been; it is greatly appreciated."

Richard Gallion from the Re-employment Network thanked **Phil Karas** for "sharing his many years of considerable talent with those attending CREW and Re-employment Network meetings. You are a very special talent and an incredibly generous contributor to the community."

Carl Passanisi sends out a special thank you to the **DAS employees** who assisted him in the last State Office Building fire drill.

Co-Directors Susan L. Kallor and Carol Berman from the Look Forward Counseling Center applauded **Phil Karas** for his presentation on *Career Development Through State Employment*. "He was tremendously supportive and encouraging, and his enthusiasm and expertise are a marvelous combination."

Pamela Libby commended MRT First Responder **Jeanne Gray** for assisting the Department of Consumer Protection with their first medical call. "The money for this program was well spent and your training has paid off already."

Donna Camillone praised **Mike Owsianko** for his assistance with her daughter's medical and dental insurance issues. "Thanks to your expedient efforts, she did not experience any lapse in coverage."

Anna Marie Szalan complimented the **DAS website** after recently registering her company as a small business. "This website is well organized and it is easy to access the different headings."

Paul Felix of the FSC Outpatient Unit appreciated **Henry Jovanelly's** help in creating a time-sensitive file

Hats Off

By Cindy Duberek

for them. "I was on a tight schedule and found out that Henry came in on a day off to help me. His dedication and knowledge is extraordinary."

Dan Donahue thanked **Dave Tufano** and **Kevin Backman** for their assistance in clearing vehicles from the Buckingham Street garage in preparation for the implosion of 60 Washington Street. "All vehicles were removed in plenty of time - good job!"

Janice A. Snyder from the Department of Transportation commended **Jill Belisle** for her assistance with a spray paint contract award. "My thanks to Jill and her attention to detail and for displaying a level of professionalism of which DAS should be proud."

Many thanks to **John McKay** from Kathleen Sullivan for the article on the Connecticut Business Leadership Network written in the last issue of the DAS Times. "The article was thorough and wonderfully written, and I appreciate the support you have given me over the past year with all our projects!"

Please see Kudos on pg.5

A friend in need... By John McKay

Let it snow, let it snow; let it...whoa, wait a minute!

This was not what Buffalo, New York had in mind before winter officially started.

Victories

But DAS' Federal Surplus Program (FSP) was there to help a neighbor in need. FSP transferred a snow removal vehicle to the New York Federal Surplus Program to help cope with the arrival of an early snow storm

that blanketed the Buffalo region.

"A common misconception is that DAS is here to help the citizens of Connecticut only. It's a great feeling to help out a neighboring state in distress. The Federal Surplus Program does not only benefit Connecticut, but benefits other states in the good times and bad," said FSP's Doug DiPersio.

The Oshkosh, a 54,000-pound snow-eating machine, arrived in Buffalo just in time

to help with the three plus feet of snow.

"In a time of crisis it's nice to see that Connecticut could lend a helping hand. The citizens of Buffalo and the State of New York thank you very much," said New York's FSP representative Jim Yeager.

Making the grade

By Heather Cavanaugh

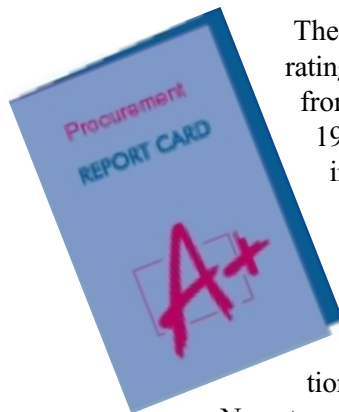
Customer satisfaction ratings for Procurement Services skyrocketed this year.

"We are thrilled with the results," said Procurement Manager Jim Passier.

They were rated in content areas of knowledge and creativity, timeliness, responsiveness, quality, and communication.

"We are particularly pleased with the three-year trend on increasing satisfaction that the survey detected," Passier said.

"It's gratifying to see that our work is producing results, and we will keep working to improve Procurement Services," he added.



The overall rating climbed from 69% in 1997 to 97% in 2000. The quality category received a 100% satisfaction rating.

No category fell below an amazing 93% satisfaction!

"These kinds of results indicate the extraordinary customer services our procurement staff is giving our sister agencies and municipalities across the state," said Commissioner Barbara Waters.

"It's a prime example of the state working like a business," Waters added.

The Strategic Leadership Center performed the assessment and compiled the results.

CONNECTIONS cont. from p.1

success. It makes good business sense," said BMS Director of Supplier Diversity Donna Westerman.

Earlier this month, a Supplier Diversity Orientation meeting was held for representatives from BMS, DAS, and potential vendors to learn more about BMS projects and how these vendors can get on board.

"We are bringing 22 screened vendors who run the gamut from excavation to window washers," said Meg Yetishefsky of Business CONNECTIONS.

"We looked at the companies' capabilities and made sure they met the minimum requirements of Bristol-Myers," she added.

"No one has a higher commitment than our Business CONNECTIONS unit," said Procurement Manager Jim Passier, explaining that DAS wants to bring these vendors to the table to make something happen that has never happened before.

"No one has a higher commitment than our Business, CONNECTIONS unit."

"Working with a large organization like this can be a great benefit. I'm sure we'll get some real success stories out of this," Passier said.

Senior Director of Facilities at BMS, Marc Estra, said that some of the major upcoming construction projects include a 70,000 square-foot lab/office building, a 50,000 square-foot office building, and chemistry lab renovations.

Passier expects that this public/private partnership will clearly help small businesses to get a piece of the private industry pie.

Instrumental in FSC and music

By Heather Cavanaugh

You could call her a one-woman band. Sonji Fonseca of FSC plays nine instruments, and that doesn't include her singing talent.

It all began when she was five years old and her cousin let her play an old plastic organ she had.

"I sat there and played until I learned 'Twinkle Twinkle Little Star,'" said Fonseca. Her mother saw her young daughter's talent and encouraged it by buying just about anything that would make noise.

"I was glad she was patient enough to let me be so noisy," she added.

In the seventh grade, Fonseca joined her first orchestra, which is where her

"I loved being thrown into it. It gave me confidence because the director had such confidence in me. That really gave me a boost," she said.

In college at Barber Scotia in Concord, North Carolina, Fonseca became more involved with her piano and singing. She became the first female tenor at the school. The trend caught on and soon the entire tenor section of the choir was female.

Right now Fonseca is a bit too busy to keep up with her musical gift, although she still plays the piano.

She has five keyboards at home and teaches her five children how to play. Sometimes she will play the trumpet, but what she misses the most is the cello, which she plans to take up again.

Much of her free time is spent teaching the kids.

"It's a noisy house," she said, reminiscent of her younger years. Her children are all involved with music at school. She's also teaching the children the Microsoft



Sonji Fonseca

Office suite to help them gain an edge at school.

"I'm on the computer for eight hours at work and then I go home and do it again with the kids," she commented.

Fonseca works as a processing technician in FSC Collection Services where she handles third party billing for special education children.

In addition to her regular job, Fonseca is active in many other areas at DAS. She is a Communication Coordinator for the Financial Services Center, she is a First Responder, Fire Captain, and is part of a testing team for a new billing system called AVATAR.

Up Close

talent blossomed. At that time she played the violin and cello. When her family moved from Manchester to Bristol, she attended a high school without an orchestra, so she joined the band.

Fonseca played bass in the band. Her keen ear and fast learning quickly caught the attention of the band director. He would ask Fonseca to fill in on several different instruments.

"He would hand me a book and the instrument and would tell me to be ready for a concert that Friday. I had to learn fast."

She grew to know nine instruments: the violin, cello, French horn, trumpet, acoustic bass, electric bass, piano, timpani (the big drums you see in the rear of a symphony), and the xylophone. The only instruments she was formally trained in were the violin, cello, and piano.

Kudos, *cont. from p. 3*

Phil Karas thanked **Don Chaffee** for developing a detailed expenditure report for the SEBAC Unit. "Thanks for your investigative financial wizardry (to us accounting-challenged folks)!"

Karen Kaplan from the Commission for Educational Technology applauded **Dan**

Barrows for the assistance he provided with a computer donation. "Your guy Dan is great - you should be proud."

DAS' Department of Mental Health and Addiction Services Liaison Carol Ferro praised **Abbie Wotkins** and **Dulcie Jensen** for conducting In-Service Training. "The best yet. I think we are well on our way!"

CorreCT *cont. from p. 1*

Commissioner Barbara Waters talks about the importance of the 100 Days to CorreCT effort towards the overall success of the Core-CT Program.

"The project is critical for us right now. Part of getting our systems in order is to prepare for the replacement of our Automated Personnel System (APS) and our financial systems. Because we are going to be buying a package for government use, rather than building a customized package, we need to be open to change and new ways of doing things," Anderson explained.

After lunch, Commissioner Waters took the podium.

"We overuse the word 'streamline' these days," she said.

"But this time we can actually do it. By trimming down the processes we have control over, we can save ourselves and our customers time and money," Waters added,

Waters urged employees to "think of ways to get rid of every archaic rule and to look at every process, every form to simplify, save time, and standardize the way we do business."

She added, however, that this will be an ongoing campaign.



A happy crowd of DAS employees working on the CorreCT project enjoy lunch at the kickoff of the campaign.

"DAS will continually try to weed out the excess steps that bog down human resources and other DAS processes," she affirmed.

Comptroller Nancy Wyman, the chairperson of the Core-CT campaign, applauded the efforts of DAS employees.

She compared this initiative to the state's task of becoming Y2K compliant utilizing the talents of state employees.

"Nobody knows the system better and nobody can do it better than state employees," said Wyman.

"You're all familiar with the system, you know where the faults are. Now you have the power to change them for the better.

I salute your efforts."



Agencies collaborate on IT plan

By John McKay

Last year, DOIT set out to create an Enterprisewide Technical Architecture (EWTA) document to give state agencies improved IT service.

The first step was to form the Core Architecture Committee with representatives from multiple state agencies including DAS.

SLC's Cathy Daly participated in a process to identify agency business requirements and strategies, environmental trends, and other concerns agencies might have as they conduct their day-to-day business.

"It was a very interesting project," said Daly. "Identifying the minute details and organizing a plan that will have statewide effect was very rewarding."

This information was used to create a set of architecture strategies and prin-

ciples that include issues like:

- How the state's technology will be set up and managed
- Ensuring security, confidentiality and privacy
- Building data warehouses to facilitate sharing of information
- Reducing the complexity of integrating the state's many data systems
- Determining industry standards.

Once those requirements were determined, they were reviewed and approved by a Strategy Board made up of senior officials from a number of agencies including Deputy Commissioner Al Mazzola.

The requirements were then turned over to technology experts Donna Camillone, Dan Sears, Linda Hubeny, and Bill Skyrme who worked with colleagues to translate the requirements into system specifications for things like e-mail, networks, data warehousing, Inter- and Intranet.

"This was a very large-scale, involved project that included

aspects I may never have been aware of," said Camillone.

"Connecticut will likely become a model for other states to emulate in conducting an EWTA process of their own. What an honor for Connecticut. It was really good to be part of a project that puts us again as a leader in government and technology."

In December, the Core Architectural Review Board approved the technical architecture document.

"The camaraderie and teamwork shown during this project was excellent," said Commissioner Barbara Waters.

"Everyone came together for a mutual cause and really excelled in their individual fields."

Visit the website for updated information on the project and all of the architecture standards: www.doit.state.ct.us/policy/domain/index.htm.

Thanks to Donna Camillone and Sue Miller for submitting this story idea.

The irresistible "before and after" shots of a longtime Hartford neighbor

60 Washington Street was once considered the prime office space in Hartford.

Also home to The Buckingham and Lloyd's restaurants, it was a favorite political hangout for years.

The building was purchased by the State during the Weiacker administration to house state offices. However, renovations proved too costly, and it remained vacant. The building was imploded on January 28, 2001.

(L) On a sunny day, its familiar gleaming glass exterior reflected the dome of the State Capitol.

(R) Today, only rubble remains.

Views from V. Jean Michael's 5th floor office in the State Office Building



Around and about DAS

Headed for the bright lights

Carlos Velez and Lydia Rosario of Business Enterprises appeared on the Latino television show, *Adelante*, on January 14.

The pair spoke to the Latino community about how they could become involved in the state procurement process, underlining the importance of having the necessary technology to succeed in today's business environment.



Both Velez and Rosario mainly discussed the Procurement website and the

Set-Aside Program.

"We did so in Spanish to demonstrate to the Latino community that the State of Connecticut is committed to supplier diversity and specifically how we can assist their business if they are interested in selling to the State. We are anxious to contract with a more diverse supplier pool, which of course includes Latino business," Velez said.

FSC holds Trade Show

The Financial Services Center will be holding its first Trade Show on Tuesday, February 27, in the 5th Floor North Mechanical Room from 9:00 a.m. to 11:00 a.m.

Representatives from the Business Office will be on hand to give you the information you need and want for your business.

Learn more about the Master Insurance Program, Property Management, Grants Management, Purchasing, Accounts Payable/Receivable, Budget, Delinquent Accounts, and the Central Accounting Unit.

Stop by for door prizes, giveaways, and refreshments!

DAS' Affirmative Action Plan approved

The Commission on Human Rights and Opportunities approved the DAS 2000 Affirmative Action Plan at its November meeting.

A full copy of the Plan is available for employee review through business center directors or through DAS' Affirmative Action Officer Diane Donato. Diane is located in the State Office Building, 5th Floor East and her phone number is 713-5268.

Written comments and suggestions concerning the plan are welcome and encouraged, and may be submitted to Diane at the above referenced address or via Lotus Notes.

New Talent Management System schedule

The Talent Management System has released its January through August 2001 training schedule:

CareerPower training will be held on March 27, May 22, and July 24.

Development Plan Lunch and Learn will be held on April 10, June 6, and August 9.

CareerPower for Coaches on April 19, June 14, and August 15.

Love 'Em or Lose 'Em sessions on April 5, June 5, and August 23.

For time and location information, or to register, contact Cheryl Sawina at (860) 713-5246.

Toshiba cuts DAS a check

A class action lawsuit was filed against Toshiba Corporation last year, and DAS is entitled to a little payback.

Most of Toshiba's laptop computers manufactured before November of 1999 were found defective in their ability to write information to the computer's hard drive.



The settlement of the lawsuit entitled affected Toshiba laptop owners to have a software patch, cash back, and E-cards to purchase Toshiba products.

DAS' Dr. Martin Anderson kept up with the proceedings of the lawsuit and noticed that DAS had several of these defective models.

He alerted IT managers in other agencies of the settlement and submitted claims on DAS Toshiba laptop computers with the help of MIS' Marilyn LaFontaine.

Toshiba has since issued DAS a check for over \$5,000.

In addition, DAS just recently received over \$7,000 in E-cards towards the purchase of new laptops, peripherals, and replacement parts.